DECEMBER 13, 1995

AT&T NEWS

NEWSBRIEFS

AT&T AND ALFA have been awarded a license to provide long-distance services within Mexico.

CONSUMER COMMUNICATIONS SERVICES LAUNCHED a new calling plan, AT&T *True Reach* International Savings, which offers consumers 25 percent savings on all domestic and international calls when they spend $25 a month.

NETWORK SYSTEMS GROUP and Hewlett-Packard have signed a memorandum of understanding to develop and market interactive broadband networks. (Story page 3.)

CALLING VOLUME ON THE AT&T WORLDWIDE Intelligent Network set several records during the last week of November, including surpassing last year's total volume of 55.6 billion calls. (Story page 3.)

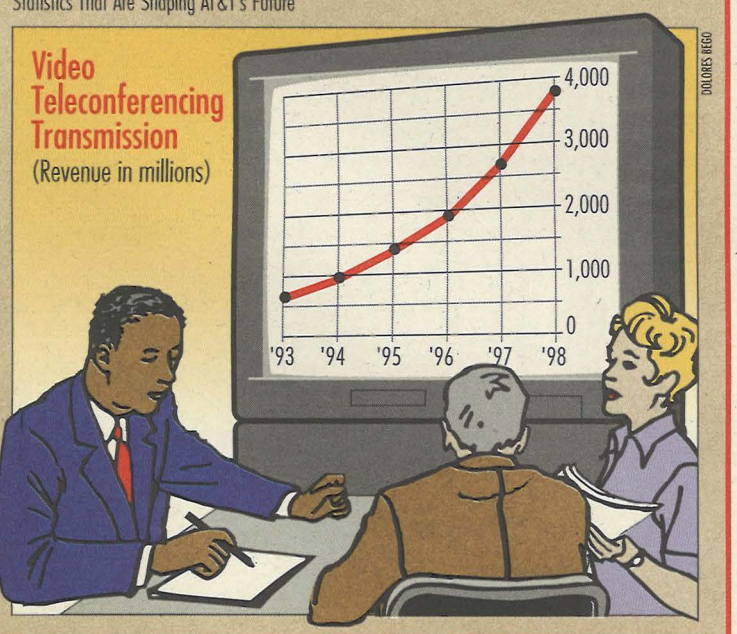
ANSWERS TO QUESTIONS ABOUT RESTRUCTURING that are most frequently called into the Chairman's Executive Response Center. (Story page 4.)

STAFFING GUIDELINES FOR OCCUPATIONAL employees outlined. (Story page 5.)

NETWORK SYSTEMS GROUP HAS UNVEILED a personal communications wireless system that lets workers receive calls no matter where in their building, office complex or campus they roam. (Story page 7.)

MARKETPLACE

Statistics That Are Shaping AT&T's Future



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AT&T Wins 76 Percent of FTS-2000 Phone Contract 8

$1 Billion in 1995 Revenues Proves Public Knows the Code

By Suzanne Sidhu

If you like people who are bubbly, charming and absolutely genuine, you'd like Tamara Taylor, AT&T spokesperson for "Know the Code: 1-800-CALL ATT.*"*

GAIL MANNIGAN/AT&T MEDIA SERVICES

AT&T spokesperson Tamara Taylor (left) congratulates CCS employee Risa Johnson, who won hockey tickets at the 1-800-CALL ATT celebration.

THE AMERICAN PUBLIC not only likes her (call volumes have grown significantly since she signed on in October 1994), it likes the service she promotes: Since its launch in January 1994, 1-800-CALL ATT has been a tremendous success. In fact, on Dec. 4, revenues for 1995 alone topped $1 billion, far exceeding objectives.

That's why Taylor was invited to corporate headquarters in Basking Ridge on Dec. 4 to lead a celebration. With banners, prizes, photo opportunities with Taylor and even a special *AUDIX* message from her, employees joined in the festivities to celebrate a very successful service.

Why has it flourished? Several reasons. The number is easy to remember and easy to dial, with all its digits in the middle column of the keypad. Customers hear a simple menu with easy-to-follow instructions. And one number works for several different kinds of transactions.

"The number offers a way into the 'AT&T store,' " said Jack McMaster, vice president, Product Management, AT&T Consumer Communications Services (CCS). "It's an access vehicle for several different offers. Customers can charge a call to a credit card or a calling card. They can talk to a customer service representative, call directory assistance, place a collect call or get operator assistance."

Because it's an 800 number, callers can reach the service from any telephone in the United States, and they know they're not going to be charged exorbitant prices. In fact, AT&T always offers the lowest prices on collect calls, and calling-card prices are the same as from any 0+ location, with additional discounts for any AT&T calling plans the customer may subscribe to.

"This is not only a good service," McMaster said. "It's been marketed extraordinarily well. The advertisements have been very successful, partly because of Tamara's appeal and the hugely successful *Know the Code* campaign." Taylor's "Know the Code" TV and radio spots will have been aired on network sta-

See EMPLOYEES page 5

LANCE MURRSAN

Construction supervisor James Lott (center) and construction technicians Frank Passanante (left) and Daniel McGeough remove damaged cable near Everett, Wash.

Storm's Fury Can't Outwit Network Techs

By Suzanne Sidhu

2:30 A.M. THE TELEPHONE. Rain pounding. A voice. Cable washed out. Everything flooded.

That's how Betsy Castro's day began on Thursday, Nov. 30, two days into a storm system that was dumping sheets of rain over northwest Washington state. A communications technician for three years, Castro had checked

See TENACIOUS page 7

AROUND AT&T

CCS SPONSORS NEW AMERICAN ORCHESTRA CONCERT

JULIE PACE

Consumer Communications Services sponsored the New American Chamber Orchestra's concert on Dec. 5 at New York's Merkin Concert Hall. The 18-member ensemble was comprised of some of the former Soviet Union's finest orchestra musicians who have resettled in the United States. The performance included the well-known conductor Camilla Kolchinsky, one of only two women to direct a major orchestra in the former Soviet Union. The performance was the first time that Kolchinsky had conducted a Russian orchestra since leaving her homeland in 1976. The New York Association for New Americans Inc., a nonprofit immigrant services agency, organized the orchestra in 1983 for musicians fleeing anti-Semitism and political persecution.

100TH CDMA MINI-CELL PRODUCED

After only 15 months in operation, **Network Systems'** Product Realization Center in Mt. Olive, N.J., has produced its one hundredth code division multiple access (CDMA) mini-cell for use in personal communications services (PCS) networks. The Product Realization Center is shipping mini-cells from its 250,000-square-foot facility to PCS service providers. Components for the mini-cells are sourced from the Network Systems manufacturing location in Columbus, Ohio, and from outside vendors. The Columbus facility also has started production of the CDMA mini-cells to meet demand in the growing PCS market.

EASY ISDN ACCESS

AT&T, other telecommunications companies and ISDN (Integrated Services Digital Network) manufacturers have formed a consortium to accelerate the development of ISDN ordering standards. The goal is to make ISDN as easy to order, set up and use for the mass market as any other telecommunications service. The consortium complements a major undertaking by the North American ISDN Users' Forum.

Although ISDN-compatible equipment is widely available across the United States and ISDN service is becoming more widely available, it is still viewed by the average residential customer as a complex service. This effort would enable consumers to tell their local or long-distance telephone companies which ISDN codes are recommended for their particular equipment, and the companies could match the codes with the appropriate ISDN service configuration. Other companies involved in this effort include Ameritech, BellSouth, NYNEX and Pacific Bell, as well as Boca Research, IBM, Intel Corp., Motorola and U.S. Robotics.

CORRECTION

In the Nov. 29 issue of *AT&T News*, Around AT&T described a 1996 Centennial Olympic Games contest offering prizes to *True Connections* subscribers. Please note that the contest is not open to AT&T employees.

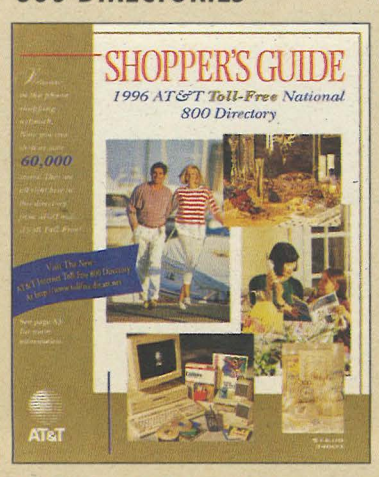
FRAUD-FREE PHONE

Consumer Products has introduced a portable cellular phone designed to reduce cellular phone fraud. The AT&T Portable Cellular Telephone 3740 uses a Bell Laboratories-patented feature that blocks calls made by unauthorized users. It will be available at AT&T Phone Center stores and select national retailers in January 1996. The phone supports advanced calling features such as caller ID, short-message service, voice-mail indicator and automatic personal ID number. AT&T Microelectronics' ME 1604 digital signal processor chip contributes to the phone's compact size and long battery life. For more information, call 800-232-5179, or visit an AT&T Phone Center store.

EASY REACH FOR NETWORK NOTES USERS

AT&T *Network Notes* users in 32 countries now can dial into the U.S.-based Notes server complex without paying international long-distance charges. AT&T Business Multimedia Services plans to add at least seven more countries to this local access service in 1996. Users can find the nearest local-dial access number through an on-line directory. AT&T Network Notes local-dial access pricing is $39 per end-point per month outside the United States. Usage charges range from $12 to $35 per hour. For more information, call 800-204-2764 in the United States or 214-778-4204 outside the United States.

800 DIRECTORIES



AT&T Toll-Free 800 Directories for consumers and businesses now can be purchased for the first time at more than 900 major chain and regional bookstores nationwide. The directories are available at major book retailers such as Barnes & Noble, B. Dalton Booksellers, Borders, Super Crown and at all 350 AT&T Phone Centers. The AT&T Shopper's Guide for consumers, priced at $14.99, includes listings and ads for 60,000 companies, and the Business Buyer's Guide, priced at $24.99, lists 120,000 companies. Both books also are available by calling the National Book Network at 800-462-6420. In related news, the 1996 Shopper's Guide recently received a Bronze APPY Award for best cover design at the Yellow Pages Publisher's Association Convention in San Francisco.

WORLDWORX RECOGNIZED

AT&T was honored by *TeleConference Magazine* for innovations in videoconferencing at the Annual VideoConferencing Industry Awards in October. Ernie DeNigris, vice president, AT&T WorldWorx Network Services, was inducted into the TeleConference Magazine Hall of Fame for his work in promoting standards and interoperability between the various groups working on collaborative desktop communication. The WorldWorx Solutions Team received second place in the Most Significant Advance In Desktop Videoconferencing category for the WorldWorx Multipoint Voice, Video and Data Service. Global Business Communications Systems received first place in the Most Significant Advance in Audio and Video Teleconferencing—Bridging category, for its Universal Conference Control, a feature of the AT&T MultiPoint Control Unit.

DISTANCE LEARNING Network Systems Group (NSG) and VSI Enterprises Inc. have announced an agreement to work together on an offer that enables telecommunications service companies to provide distance-learning applications to local communities, schools and businesses. The two companies will jointly market their distance-learning solution to service providers in the United States and Canada. The agreement combines NSG's narrow and broadband ISDN and ATM-based multimedia products with VSI's interactive videoconferencing systems.

CABLEVISION TRIAL

Consumer Communications Services and Continental Cablevision are partnering in a joint marketing trial to offer long-distance and cable-television services to 30,000 consumers in Chicago's western and northwestern suburbs. Both companies said the trial, which began last month, will help determine consumer preferences for purchasing communications and entertainment services. During the trial, Continental Cablevision subscribers in the 708 area code will be eligible for special offers on long-distance services from AT&T, and AT&T long-distance customers will be eligible for special offers on premium channels carried by Continental Cablevision. Benefits for existing AT&T customers will vary based on levels of calling. New customers who sign up for both companies' services also will be eligible for discounts on domestic and international long-distance calls along with free HBO and Cinemax.

MWBE GROUPS HONOR AT&T

AT&T was named Corporation of the Year by the New York/New Jersey Minority Purchasing Council for its outstanding support and promotion of business opportunities for Minority Business Entrepreneurs. The council is one of the largest of the 44 regional councils of the National Minority Supplier Development Council headquartered in New York. Other awards AT&T has received this year for its support of minority and women-owned businesses include: Corporation of the Year from the Omaha Minority Purchasing Council; National Corporate Partner of the Year by the National Association of Women Business Owners; the Business Consortium Fund's (BCF) President's Star from BCF and the National Minority Supplier Development Council; and the Downtown Orlando Partnership Vision Awards in the Diversity-Corporate Business category.

AT&T also has received the 1995 California Minority Counsel Program Corporate Award for being a strong supporter of minority-owned law firms.

PARTNERS FOR GROWTH

AT&T Capital and the American Institute of Certified Public Accountants (AICPA) has awarded a total of $100,000 in Partners for Growth grants to help three Detroit and four Baltimore entrepreneurs build their start-up businesses. In Detroit, the grants were given to the developer of a new basketball facility for inner-city teenagers; the owner of a bookstore and coffee house dedicated to increasing the cultural awareness of the African-American community; and the president of a minority-owned environmental and analytical chemistry consulting firm. In Baltimore, the grants were presented to the head of a woodworking firm that gives troubled young people part ownership of the company; the owner of a small construction company that trains inner-city youths to repair and renovate low-income housing; the founder of a business that assists senior citizens who need to relocate; and the administrator of an adult day-care center. The Partners for Growth program, which began in 1994 as a pilot program in Houston and Philadelphia, provides financial assistance and follow-up advisory services to new businesses that can demonstrate a positive social impact on the community.

CARLA SIBOLDI

NSG, Hewlett-Packard Combine Resources To Build Interactive Broadband Networks

By Ollie Hartsfield

AT&T NETWORK SYSTEMS Group (NSG) and Hewlett-Packard (HP) Company have signed an agreement to jointly develop and market broadband networks that will deliver Internet access, video-on-demand, home-shopping, telecommuting and other interactive services. The two companies plan to incorporate their hardware and software into one networking solution, giving telephone companies, cable television companies and other network service providers a more cost-effective and reliable way to offer broadband services.

"While both companies could succeed independently, by combining our respective strengths we can develop more customer-focused solutions and get them to market faster," said Wim Roelandts, senior vice president and general manager, Hewlett-Packard.

"We're bringing together the best products of both companies," said Carly Fiorina, president, AT&T Network Systems, North America.

Each company will focus on its core competencies. For NSG that means developing networking systems and software for telephony and cable TV companies. For HP it means developing computing, communications, and test and measurement applications, as well as client/server architecture.

Under the agreement, NSG and HP will: create a network software platform, develop applications for software platforms, develop technology and products for interactive television and develop business and operational support systems.

The first joint offering, expected to be rolled out by mid-1996, will be a broadband data network that will contain network elements, computing systems, test instruments, cable television modems, and network management and software technologies.

Making Interoperable Products

NSG and HP will construct the broadband networks using a common network scheme, and will develop open standard software platforms and applications. The result will be interoperable broadband products and services that can be mixed and matched with components from other vendors.

NSG and HP began planning the collaboration six months ago. At the Western Cable Show in Anaheim, Calif. in late November, NSG and HP announced plans to work with Intel and Hybrid Networks to develop and promote an open standard for interoperable products and services.

"The lack of integrated, interoperable data network solutions has kept network service providers from being able to create and deliver new services quickly or cost-effectively. By building interoperable products and services, Network Systems and Hewlett-Packard plan to resolve that issue," said Fiorina.

An account of the announcement in *The Wall Street Journal* said AT&T and HP are introducing a plan "in which most intelligent data handling is performed by the network operator itself. Consumers and some businesses could then use terminals with less expensive gadgetry ... to get into the Internet, to search for information and then to download data to their screens." In contrast, according to The Journal, other software companies are planning new software that will increase the intelligence and capacity of desktop computers to retrieve and manipulate data.

"This is about giving network operators hope against the 'desktop centricity' of computing," said Peter Bernstein, president of Infonautics Consulting Inc., Ramsey, N.J.

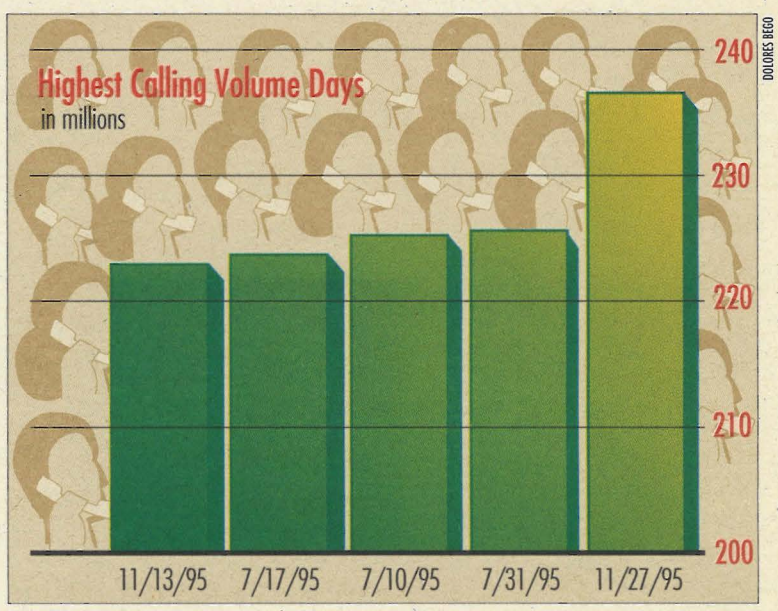
Fiorina calls it creating a "new center of gravity" for the interactive network industry.

Forming Cross-Company Teams

The companies are not forming a joint venture, says Fiorina. Instead, NSG and HP will manage the joint research and development projects by forming cross-functional teams. Where appropriate, salespeople from both companies will make joint sales calls.

"Many companies have formed relationships to build networking solutions, but none have come together in quite this way to cooperate on such a broad range of networking solutions for their customers," said Roelandts.

"This announcement builds on Network Systems' already strong presence in the software business," said Fiorina. ■



Source: AT&T

1995 a Banner Year For AT&T Network

By Suzanne Sidhu

AT&T'S WORLDWIDE INTELligent Network has been humming this year, handling more calls than ever, with a near-perfect record of getting them through the first time.

The five highest peak days shown in the chart above helped boost the network's total volume past 1994's record one month before year-end. By Sunday evening, Nov. 26, volume on the network had already surpassed the 1994 total—55.6 billion calls—with 35 calling days still left in the year.

On Monday, Nov. 27, the day after the Thanksgiving weekend, volumes reached an all-time, one-day high of 236,603,463 calls, surpassing the previous record set on July 31 by 11 million calls. And volumes stayed high all week, creating a new record: more than 200 million calls handled on five consecutive business days. (Average business days generate about 190 million calls.)

Even more impressive is the network's reliability figures. Of every million calls placed in 1995, fewer than 170 did not go through the first time because of network failure.

That gives the Network Services Division (NSD) a network reliability rating of 99.98 percent.

Congratulations to NSD associates for a great year! ■

AT&T Solutions Wins McDermott Contract

By Suzanne Sidhu

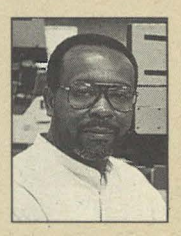
IN AN IMPRESSIVE WINback, AT&T Solutions has been awarded a five-year, $24 million contract for the design and management of a global telecommunications network for McDermott International, a multinational engineering and construction company focused on the energy industry. AT&T also will be the primary provider of network services.

Under the contract, won by competitive bidding, Solutions will deploy and manage McDermott's enterprisewide communications capabilities for voice, video and data. This will include a global wide-area network with distributed router management, AT&T Software Defined Network service and AT&T *InterSpan* Frame Relay service. The new solution will interconnect more than 50 of McDermott's domestic and overseas locations in 13 countries, allowing employees to do worldwide collaborative computing, such as concurrent engineering and design.

"This communications backbone will improve McDermott's global reach from Russia to Southeast Asia, from Canada to the Middle East, and from all domestic locations," said Rick Roscitt, managing partner, Worldwide Outsourcing Practice, AT&T Solutions. "Only AT&T could provide the worldwide connectivity to meet McDermott's extensive needs."

McDermott and its subsidiaries manufacture steam-generating equipment, environmental equipment and products for the U.S. government. They also provide engineering and construction services for industrial, utility and hydrocarbon processing facilities and for the shipbuilding industry. ■

NEWSMAKERS



Richard Burton, *a machine-setter for AT&T Microelectronics in Allentown, Pa., has been elected to the governing board of the National Association for the Advancement of Colored People (NAACP). The board is responsible for determining and implementing policy for the 500,000-plus member organization.*

AT&T Bell Laboratories physicist **Federico Capasso** *has been awarded the Materials Research Society Medal for groundbreaking work in engineered semiconductor research and design. The medal honors outstanding innovations and discoveries that are expected to advance materials science significantly.*

Bill Eisenman *has been appointed senior vice president, Computer Systems Group, AT&T Global Information Solutions (GIS). He replaces Tom Mays, who has left the company to pursue other interests. Eisenman joined GIS as a systems analyst in 1979 and was formerly vice president, Global Remote Services, Worldwide Services.*

Bill Marx, *executive vice president and CEO, Multi-Media Products Group, has been named to the National Minority Business Development Council Board of Directors. Marx is senior executive vice president-designate of the communications systems and technology company.* ■

RESTRUCTURING UPDATE:

Answers to the Most Frequently Asked Questions

The call-in center established in the executive offices after the restructuring announcement is still up and running. Employees can contact the center to identify an area about which they'd like more information. Employees can call weekdays between 8 a.m. and 5 p.m. ET, or they can use voice mail, e-mail or fax around the clock. The center can be reached as follows: 800-336-6939 (U.S.); 908-204-2145 (outside the U.S.); 908-204-4816 (fax); 800-648-0340 (TDD); and attmail!cerc (e-mail). Answers to frequently asked questions will appear periodically in AT&T TODAY and other employee publications.

Following is the first of several installments of frequently asked questions and their answers.

EMPLOYMENT/HIRING

Q: Because of the anticipated downsizing, will there be a freeze in external hires?
A: No—there will be selected external hires for skills needed to implement business plans. However, jobs targeted for external hire must undergo a Critical Hiring Process established by Human Resources.

Q: Are promotions and Management Job Evaluation upgrades frozen?
A: During this transition period, promotions and upgrades should be severely scrutinized and very limited. They must be carefully reviewed to ensure that they are consistent with the new business plans and organization designs.

ILLUSTRATIONS BY JULIE PACE

Q: Will it be possible to transfer among the three companies after Jan. 1, 1997? Will service be bridged?
A: Transfers will be very limited and only occur for a short period of time. While service-bridging rules have not yet been settled on, we are committed to treating employees fairly and ensuring they receive the service credit they've earned.

Q: Will present terms and conditions of employment change as a result of restructuring?
A: A basic principle of the restructuring is that we will meet all existing commitments. Since the three companies will evolve differently over time, we expect terms and conditions of employment to vary in the long run.

Q: Can most of the employees who will be declared surplus expect to be offered jobs somewhere in the new businesses?
A: No. This restructuring is unlike past force management situations. Very few open jobs are expected to remain after the initial staffing of people is completed in January. But every effort will be made to match the skills of surplus employees with any positions that are unfilled.

Q: What decisions resulted from the organization design teams—what functions exist; how many jobs are there in specific functions?
A: Many, but not all, functions existing today are reflected in the new companies' organization designs. Some functions are reduced, some are expanded, and in some cases particular functions are replicated to ensure full capability in both companies. The most up-to-date information regarding functions and jobs within those functions is being brought to each staffing and redeployment process. When the full organization designs are complete, more information will be made available.

Q: What support resources will be available for those employees declared surplus?
A: A full range of support is being provided to help surplus employees. Occupational employees who are declared surplus will have access to a range of options specified by their labor contract or their unit's comparable policy. In addition, all surplus employees will have full access to the AT&T Resource Centers for help in pursuing self-employment, or obtaining jobs with other companies, or within AT&T. The Resource Centers have considerable experience in developing strong job-search skills and supporting management and occupational employees. To help surplus employees find new jobs outside of AT&T, the Resource Centers have a strategic alliance with the outplacement firm Management Recruiters International, as well as the Centers' own professional interactive job lead database, called "Lead Connections."

SELECTION PROCESS

Q: Why is the time frame so short for completing the organization design and selection process?
A: Schedules are driven by the need to meet urgent market opportunities and to have the individual companies in an operational mode by 1996. Transfer of people and assets also must take place in time to meet the filing requirements of the Initial Public Offering for the as-yet-unnamed communications systems and technology company.

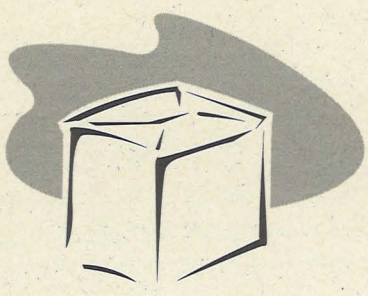
Q: What about people who are now on leaves of absence with guaranteed reinstatement rights?
A: They will be included in the process used by their most recent organization.

Q: If an employee indicates a company preference, will this prevent this individual from being considered for jobs in the other company?
A: No.

VOLUNTARY PACKAGE

Q: If you are not among the 72,000 managers who received the Voluntary Package, can you volunteer to take the place of another employee who is?
A: No.

Q: What resources are available to help people decide whether to accept the Voluntary Force Management Offer?
A. AT&T is providing a series of seminars and self-help kits for people who have received the offer. The courses and toolkits became available on Monday, Dec. 11. They deal with effectively managing change, and provide financial and career-planning information and tools to help people make informed decisions. Everyone who has received the offer will receive registration and ordering details in the mail. To get information on course availability in your area, and to register, call 1-800-TRAINER, prompt #5.



Q: Why is the Force Management Plan applicable only to those covered by the AT&T Management Pension Plan?
A: Through acquisitions and mergers, AT&T has many different plans covering employees. Managers in these other units (e.g. GIS, Paradyne and AT&T Capital Corp.) are covered under the plans designed for those organizations.

OCCUPATIONAL STAFFING

Q: How will restructuring affect labor contracts?
A: All existing labor contracts will continue to apply to the selection and staffing of our represented people.

Q: How will non-management employees be placed in the new companies?
A: For represented employees, labor agreements determine staffing, deployment and force management processes through the duration of the current contracts (May 30, 1998). For non-represented occupational employees, existing administrative practices apply.

BENEFITS

Q: Must stock options issued to managers in 1988 be exercised before the split-up?
A: No. They must be exercised before their expiration date, which is not affected by the restructuring. The expiration date is generally 10 years after the options were granted.

Q: Will employees of the non-AT&T companies be ineligible for discounted telephone service? How will this lost benefit be compensated?
A: It's too early to speculate on the benefits packages offered by the new companies. Some benefits are prescribed under union contracts. Others will continue to be offered by the new companies so they remain competitive for top talent. In either case, each company will need a competitive package of benefits that fits its employees' needs and that is appropriate to the company's business.

Q: What provision is being made for people who want to take the Voluntary Package but are short of service time to qualify for a non-discounted pension?
A: We've established a Special Transition to Retirement (STR) that enables managers who take the offer and who are up to two years away from a service pension to bridge the remaining time. This STR feature, however, cannot be used to reduce or eliminate a pension discount. It's designed only to help those who are close to a service pension to secure one.

Q: When does the two-year window start for the Special Transition to Retirement (STR)?
A: The two-year window begins on the employee's Scheduled Off-Roll Date, which is clearly established in the first communications package received under the Force Management Program. Any transition assignments beyond this date have no impact on the STR start date. The STR will be available only through Sept. 30, 1996.

Q: Will employees who retire from AT&T before the restructuring be administered as AT&T retirees, or will they be divided among the new businesses based on the unit they were in at the time of retirement?
A: This question is being considered and no decisions have yet been made. Regardless of which entity administers their pension, retirees can rest assured that the new companies will be launched with the assets they need to fulfill today's pension commitments.

BRAND IDENTITY

Q: The new communications systems and technology company needs brand identity. When will it have a name? Are there restrictions on the name "Bell"? Could the new company possibly be called American Bell?
A: The name selection process is under way, but no decision has been reached. A new name is likely to be announced early next year. There are numerous legal and practical restrictions on the use of "Bell" in this country and overseas. It is really too soon to discuss the logistics and specifics that will apply to the new corporate identity.

STRATEGY

Q: Isn't the restructuring just an easy way to get rid of the less profitable parts of AT&T's business?
A: The restructure into three new companies allows each to capitalize on the opportunities in its segment of the information industry. Changes in customer needs, technology and public policy were the primary drivers.

Q: AT&T is a major supplier of equipment to governments/telcos in several countries. The new equipment company will no longer be part of AT&T. Could this fact have a negative impact on some of these major contracts?
A: On the contrary, splitting into three separate companies will make relationships with many of these large public service clients much easier. The new communications systems and technology company and the new computer company will not be competing with telecom providers for services.

Q: Will each business continue to globalize?
A: There's no turning back. Markets are global, customers face global competition and pursue global end-customers. It will be more important than ever. ■

RESTRUCTURING UPDATE:

Bargaining Agreements Define Occupational Staffing Guidelines

BY PETE BUSICHIO

As the work toward restructuring moves forward, its most critical aspect continues to be the task of assigning people to the new businesses.

AS NOTED IN EARLIER updates, staffing and selection processes and guidelines for U.S.-based occupational employees are clearly defined by existing policies or collective bargaining agreements. While most occupational employees will follow their work, those in the common support functions—such as Human Resources, Public Relations, Bell Labs core functions, etc.—will be assigned to the new companies as needed, based on the applicable collective bargaining agreement or existing policy.

AT&T occupational employees represented by a union are covered by labor agreements; those who are not represented by a union are covered by the policies in effect in their business units. Although most AT&T occupational employees are represented by the CWA and the IBEW, there are a number of different contracts covering these employees, each outlining specific considerations for staffing.

In general, however, the staffing processes are as follows:

1 All staffing requirements will be determined by the business plans of the two new companies. These plans are not final at this time. (GIS will not participate since it already announced its completed restructuring and staffing and is focused on its new strategy.)

2 The decisions for reassignment of occupational people will occur after the business model and organizational designs of the companies have been established. The new companies are designing their common support functions based on recommendations of the functional and new business leaders.

3 When the organizational designs for the new companies are completed, it will be possible to determine any surplus. Then, provisions of the existing policy or applicable collective bargaining agreement will be followed to assign employees and to deal with any surplus that may result. Non-represented occupational employees will be managed under the applicable policies and procedures of each employee's business unit.

4 In general, employees will follow their work. Occupational employees in common support functions will be assigned to the new companies as needed, based on the applicable collective bargaining agreement or existing policy.

5 By the end of January, the great majority of occupational employees will know their job assignment in the new companies or if they'll be declared surplus. Placing some occupational employees can take their notification process beyond January 1996 as AT&T adheres to its labor agreements or, for those who are non-represented, their unit's comparable policy. Occupational employees who are declared surplus will have access to a range of options specified by the contract or policy.

In general, the following staffing guidelines apply:

- Occupational employees will be grouped for assignment and force management purposes by business unit or division, job title and geographic area, rather than by functional community, as is the case with management.
- There will be a specified notification period (usually 30 to 60 days) between the time a surplus is officially declared in a particular universe and scheduled off-roll date.
- Some contracts also call for a concurrent "voluntary" period when employees who are not declared surplus and who are in the same universe can volunteer to leave the company, making a job available for a co-worker who has been declared surplus.
- Employees who have been declared surplus will have access to, and priority consideration for, open positions in the AT&T Transfer System (ATS) so they can seek jobs at the same or lower levels in other parts of the company.
- Resource center services will be extended to affected employees to assist in career and placement support.
- Retraining and further education will be available to eligible employees through Alliance/ETOP, Tuition Assistance and other AT&T Option Programs to increase their employability. ■

Employees Celebrate 1-800-CALL ATT

continued from page 1

tions nearly 1,000 times by the end of the year.

Another reason 1-800-CALL ATT has been successful is because of the collaboration between the groups who have a stake in it—Domestic Consumer Communications Services (DCCS), IntraLATA/Local Markets, CCS Product Management, Marketing Services, and Global Markets and Services.

"Partnering across marketing groups has enabled us to present a unified message to consumers, so they understand that 1-800-CALL ATT can be used for in-state calls as well as long distance," said Regina Egea, Program Marketing director, DCCS.

In fact, the number has generated more than $250 million in net new revenues from customers who put their intraLATA calls on the AT&T network—revenue that in the past would have gone to the local telephone companies.

Thanks to the teams that have made 1-800-CALL ATT successful, the public knows the code. ■

GAIL HANNIGAN/AT&T MEDIA SERVICES

The CCS Marketing Program Management team celebrates the success of 1-800-CALL ATT with *Know the Code* spokesperson Tamara Taylor (second from left). From left: Andrea Calabrese, Taylor, Rich Pacini, Katherine Bagin and Pat McCoy.

GLOBAL VIEW

AUSTRALIA

SYDNEY—Global Information Solutions (GIS) will provide third-party maintenance support for the Commonwealth Bank of Australia during the next three years. GIS will maintain the bank's retail network, which is the largest of its kind in Australia, consisting of 1,700 Automatic Teller Machines, 1,600 branches and 45 Operations Processing Centers. In addition, GIS has established a Management Center linked into the bank's Information Technology help desk and GIS's Pacific Rim Support Center, which will coordinate the provision of maintenance. GIS also will provide multivendor services to Trust Bank New Zealand for the next three years. The contract, valued at nearly $5.9 million, includes asset management, hardware and shrink-wrapped software support, and installation services.

BELGIUM

BRUSSELS—Global Business Communications Systems has introduced the first *DEFINITY* phones designed and made in Europe for Europe. Developed by AT&T Bell Laboratories and designed and manufactured in Saumur, France, each of the three models in the 9400 Series brings all the call-control functions of the DEFINITY Communications System to one set. The sets, with buttons in English, French or German, are available now in Belgium, France, Germany and the Netherlands. Sets with buttons in Italian and Spanish will be available next year.

BRAZIL

RIO DE JANEIRO—AT&T and Empresa Brasileira De Telecomunicacoes S.A. (EMBRATEL) became the first telecommunications carriers to offer frame-to-frame connectivity between the United States and South America. Customers also have frame relay access to 26 other countries that are served by *WorldSource* Frame Relay Service. WorldSource is a primary strategy for AT&T to provide global, seamless end-to-end services to multinational customers. Dow Chemical and Allied Signal are the first customers to trial the frame-relay service between the two countries. The service initially will be limited between any point in the United States to the metropolitan areas of Rio de Janeiro and Sao Paulo. EMBRATEL plans additional intra-country frame relay connectivity that would allow Business Communications Services to extend this service to more customers with data transport needs to Brazil. EMBRATEL will offer intra-country frame-relay service in the first quarter of 1996.

EGYPT

CAIRO—Network Systems International (NSI) recently won a $26 million contract with Egypt's public network operator, ARENTO, for a copper-wire expansion project that will extend the reach and capacity of the public network to Cairo and Alexandria. The expansion will enable ARENTO to connect more than 92,000 new subscribers to its direct-dial network. Under the contract, NSI will engineer, provision and install more than 500 kilometers of copper-wire feeder and distribution cable to serve local switching exchanges in Giza, Mariotiya, Heliopolis, Maadi, Mokattam, Auto and Gleem. The copper-wire expansion represents the next phase of ARENTO's Telecommunications Sectorial Support Programme, a comprehensive multi-phase telecommunications modernization plan, which is expected to be completed in 1997. ARENTO also will install new digital switching systems in designated areas during the same period.

JAPAN

TOKYO—Global Information Solutions and Global Business Communications Systems won an $11 million call center order from Mitsubishi Bank, the world's seventh largest bank. Call centers allow customers to transact business remotely 24 hours a day while providing service representatives access to customer information so they can better serve customers' needs. Mitsubishi Bank's call center will enhance its retail banking capabilities by building an infrastructure for database marketing, including telephone banking. The order includes an AT&T 3600, 3455 and 3430 system, two AT&T *DEFINITY* communications systems, an AT&T *CONVERSANT* Voice Information System, several PCs and a Teradata database. The system will go into operation in April 1996.

DAVE HOFFMAN

One reason Roy Arnold attended the first IDEAL conference was to learn about disability issues other than his own. Arnold, a Network Services Division manager from Pleasanton, Calif., visits one of the exhibits featuring resources for people with disabilities.

IDEAL Conference Helps Explore Disability Issues

BY OLLIE HARTSFIELD

"AS SOON AS I HEARD about the conference I wanted to attend. And I'm afraid of flying, so you know this had to be something I really wanted to come to," said Joyce Becker, special reports clerk, Network Services Division in Atlanta. As she speaks, Becker moves closer, making eye contact. Even with her hearing aid, the background noise of people talking in the large conference room makes it difficult for her to pick up words clearly unless you speak directly to her. "I came to find out how others with similar disabilities are coping in the workplace."

She was not alone. Two hundred and fifty employees—with and without disabilities—attended the first annual IDEAL (Individuals with Disabilities: Enabling Advocacy Link) professional development conference in New Jersey. They came to share experiences, support each other, learn more about the issues confronting people with disabilities and to discover resources to help them do their jobs better.

Understanding the Issues

The conference was held at the AT&T Learning Center in Basking Ridge, N.J. The new conference center was built with input from employees and others with disabilities. As a result, it is one of the most accessible conference centers in New Jersey.

The conference itself is the first of its kind to include people with all types of disabilities. That was a drawing card for Roy Arnold, manager, Network Services Division, Pleasanton, Calif. "I know what my disability issues are," said Arnold, who uses crutches and leg braces to walk. "But I want to understand what issues others have and share that knowledge with my co-workers."

Many non-disabled employees attended for similar reasons. Craig Taylor, district manager, Business Communications Services in New Jersey, wanted practical tips on how to conduct interviews with job candidates who have disabilities. What he learned was how to focus on a person's abilities instead of his or her disability.

As a division manager for AT&T Consumer Services Group, Fran Libasci came to find new ways to help employees be successful in the workplace. As a volunteer who teaches horseback riding to people with disabilities, she also came to understand more about the real-life challenges facing her students. Libasci realizes that anyone can become a person with a disability, either because of an illness, accident or simply the aging process. By addressing the issues facing people with disabilities today, we may be helping ourselves in the future, she believes.

Making Technology Accessible

One of the biggest challenges to people with disabilities is technology, said Jim Kutsch, one of the conference speakers, and vice president, Information Technology, AT&T Universal Card. "Technology was once the great equalizer, but now people with disabilities are being left behind on the Information Superhighway," said Kutsch, who is blind. According to Kutsch, the trend toward graphics-intensive computer programs is making it difficult for people who are visually impaired to use computer services like the Internet's World Wide Web. Programs that rely on audio output are causing the same problems for people with hearing impairments. And those with cerebral palsy and other mobility impairments find it frustrating to use computer programs that "time out" if the right key isn't pressed within seconds.

The solution, said Kutsch, is for people with disabilities to speak up about this issue and educate government officials and product manufacturers about the growing need to make technology accessible to everyone.

One of the many conference workshops demonstrated in real time how employees with disabilities are helping AT&T make its products more accessible to all customers. Members of the Employee Technical Advisory Panel (ETAP) tested a new communications system being developed by Global Business Communications Systems (GBCS). ETAP is a volunteer group of employees, many of whom have disabilities, who test and evaluate products and services for business units upon request. The product managers and the designer took notes as the panel made recommendations for ways to make the system easier for people with disabilities to use. GBCS and other business units are using recommendations from ETAP in the initial design stage of their products and services. Some members of ETAP also have developed guidelines that business units can use to make their products more accessible.

The conference also featured workshops ranging in subject from financial planning to overcoming stereotypes about people with disabilities. Throughout the conference, the same message could be heard again and again: By making things more accessible for people with disabilities, you also make them more accessible for the population as a whole.

Velcro™, for instance, was created for people with mobility impairments as an alternative to tying shoes. And when Alexander Graham Bell invented the telephone, his was actually trying to create a speech amplification device to help the deaf.

For more information about IDEAL or ETAP, call Ralph Carlson, 708-224-2094. ■

Ill-Behaved Fax Service Pinned to Mat by AT&T

BY SUZANNE SIDHU

KEN KNIAT, SECURITY SPEcialist for Corporate Information Technology Services, won't soon forget his match with a petulant fax machine at the World Championship Competition in Atlanta this summer, where he was doing a practice run for his Olympic Games job as volunteer technical manager of a communications center. What began as routine problem-solving ended in new friends for AT&T and international friendships for Kniat.

As he made his rounds checking various communications devices in his area, Kniat was called to the fax machine, where frustrated French wrestling team members, having just won several gold and silver medals in the competition, couldn't fax their good news home. The machine beeped "error" every time they tried to send their pages through.

Kniat knew the quickest way to bring the errant machine to its knees was to call an AT&T operator. But the French team was dialing out on a competitor's calling card. Kniat borrowed an AT&T Calling Card, told the operator the problem, and *voila*! the fax went through a few minutes later.

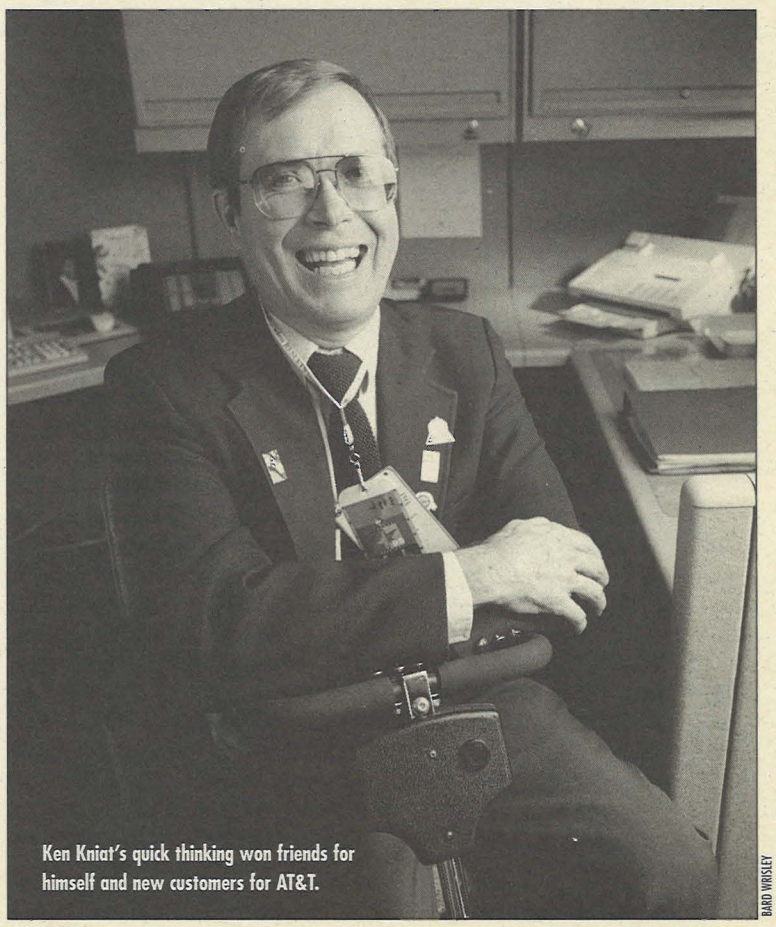
Not only did the operator manage to get the good news onto the network, she brought on a French-speaking colleague who could give a blow-by-blow account of the transmission to the anxious wrestlers.

A victory cheer, European kissing of cheeks, and the match was over, the best man having won.

The next day, as members of the team flashed grins and their new AT&T Calling Cards at Kniat, he knew he had made friends for the company. And some for himself, too. The team, "muscles from their noses to their toes," as Kniat describes them, invited him to watch the closing ceremonies with them.

When it was discovered his wheelchair couldn't make it to their area (Kniat has struggled with multiple sclerosis for 12 years), a security guard—known for his devotion to keeping people behind the lines—made a special place for Kniat only 25 feet from the pageantry.

"It's a once-in-a-lifetime experience," Kniat said of his World Championship encounters and his chance to work at the 1996 Centennial Olympic Games next year. "I want to be able to tell my friends that I was part of one of the greatest experiences in the world." ■



Ken Kniat's quick thinking won friends for himself and new customers for AT&T.

BARD WRISLEY

GIS Selects Intel As PC Supplier

By Anne Wainscott

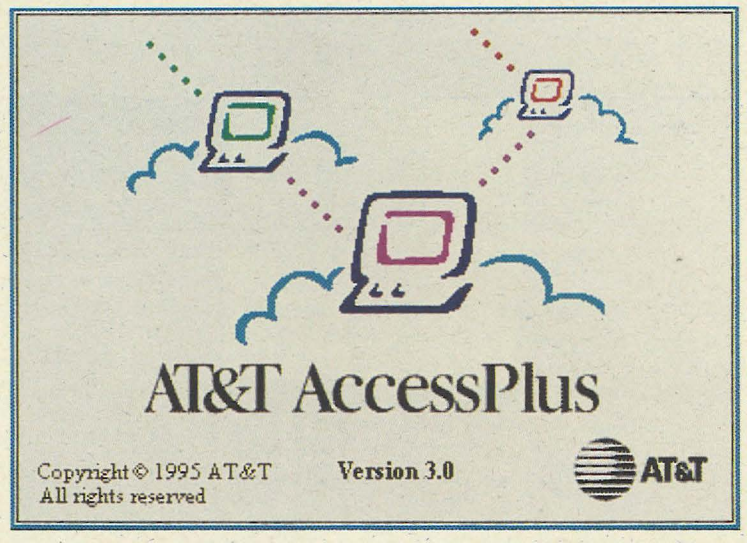
GLOBAL INFORMATION Solutions (GIS) has selected Intel Corp. as its supplier of personal computers (PCs). They will be available for ordering in January, and will come in two configurations—desktop and mini-tower. The new computers will be compatible with systems used by GIS customers and will support a range of Intel Pentium® processors.

Intel develops the processors that power almost 80 percent of the world's PCs. The Santa Clara, Calif.-based company also sells the completed circuitry that goes into a computer in addition to the entire product.

GIS has offered computers based on Intel technology since 1990. The recently announced *WorldMark* brand of server enterprise systems is based on Intel's Pentium microprocessors and also can support Intel's next-generation Pentium Pro microprocessors.

As part of GIS's restructuring, the company no longer competes in the volume PC business. Instead, GIS is focusing on its strengths in general-purpose computers, where it has a leadership position in enterprise computing and data warehousing. In fact, GIS is the leader in worldwide, UNIX® medium-scale systems with a 13.24 percent market share and was the fastest-growing vendor in the medium-scale UNIX market from 1993 to 1994, according to industry consulting firm International Data Corp.

Details about the pricing, order and delivery, as well as naming of the PCs, will be decided before the end of the year. However, the new PCs will not use the *Globalyst* name since they will not be positioned as part of a personal computing and communications solution. The PCs will be available through GIS's direct sales force and will be backed by the company's product quality, service and support. ■



AccessPlus Rewritten By Popular Demand

By Collins Yearwood

AT&T ACCESSPLUS, THE e-mail software that is as ubiquitous for many AT&T employees and their customers as a stapler, has been completely overhauled. The new version, AccessPlus 3.0, was announced Nov. 27 at the E-Mail World Trade show in Boston.

AccessPlus has been used for years to send messages and generally improve productivity. The program was effective and reliable, yet there was still room for improvement.

"The AccessPlus design and marketing teams went back to customers, both internally and externally, and found that they wanted an e-mail program that was consistent with standard Windows® conventions and functions," said Susan Sturm, AccessPlus product manager, Easy Commerce Services. "Among other items on the customers' wish list, the new AccessPlus had to have the look and feel of other Windows-based applications. They wanted it to feature an integrated spell checker and be compatible with other telecommunications programs.

"Customers also wanted a friendlier program that allowed multiple open-message windows, better message-search capabilities and advanced word-processing features. This kind of functionality is what the completely rewritten AccessPlus 3.0 strives to deliver."

The new edition is compatible not only with Windows 3.1 but with Windows '95, Windows NT 3.5.1, and Windows for Workgroups 3.11, and can communicate with earlier versions of AccessPlus.

From the AT&T "tone" that greets you when the program boots up to the array of icons that accomplish various tasks at the click of a mouse, the program is impressive. Users can sort and display messages several different ways, including by sender, subject matter or recipient. They also can be placed in a "virtual" folder based on the user's own criteria. In addition, messages can be visually "tagged" to reflect a particular urgency or if the message is an action item.

After exiting AccessPlus, customers can restart the program exactly where they left off. Its phone book feature can be instantly updated with the address of the message sender. Furthermore, files can be dragged directly from the Windows File Manager and dropped onto an AccessPlus 3.0 message as attachments.

AccessPlus will be available for $69 for new installations and $29 for upgrades by the end of February 1996. For information, call 800-242-6005 in the United States; in Canada call 800-631-8097. ■

Tenacious Techs Beat Flooding

continued from page 1

the cable in her area the day before, and found everything all right. But near Everett, to the north, a major washout had cut the cable and, to the south, a fiber regeneration station on the Nisqually River had flooded, interrupting service to Olympia, the state capital.

"It had been raining for several days," she said. "The problem was the air temperature. Usually precipitation at this time of year falls as snow in the higher elevations, but with the air temperature at 60 degrees, water was pouring out of the mountains into the flatter areas."

The fiber-optic cable comprising AT&T's Worldwide Intelligent Network is usually buried, often next to train tracks in railroad rights-of-way. But when the tracks cross a river, the cable is lashed to the bridge.

"Every river in the area was flooding," Castro said, "and had the potential to rip the cable off the bridges." The *FASTAR* system, a network restoration system that can foil fiber-optic failures on the core network, had rerouted circuits around the washed-out cable in Everett, but flooding at the fiber regeneration station was threatening two routes.

Castro was sent to the station on the Nisqually River, where she met technicians who had driven up from Oregon. In chest-high waders, Castro made her way to the station's locked door, where water lapped almost to the top. She wondered how high the water might be inside, but emergency coordinators in Atlanta warned her not to open the door because a gush of water from the outside might knock out what little service was left at the station.

The water had to be lowered before the door could be opened safely. Castro saw that the area around the door would have to be enclosed with some type of wall, and the water pumped out of the enclosed area while the wall held back the flood from the overflowing river. But a series of frustrating problems confronted her.

With no sandbags available, a contractor had to be hired to build a wall. After several fruitless hours, the high water and continuous rain forced him to give up. Then a crane operator was called in to stack blocks, but the water was too deep for the machinery. Finally, at 6 p.m., Castro located sandbags, and she and the other technicians hefted the 75-pound bags in the rain, in the chest-high water, until they built a dike above the water level to enclose the area around the door, and could pump the water out.

Again in communication with Atlanta, Castro was advised to cut a hole in the door to peer through before she tried to open it. Wearing out three saw blades, a contractor punctured the steel door. Looking inside, Castro realized that, had the water in the building been a half-inch higher, service could have been completely knocked out.

The station door was cracked slowly to let water inside seep out, to be pumped away. At 8:30 p.m. the door could be opened wide. But before anyone could enter, an AT&T power expert had to verify the status of electricity in the building. Finally, at 10:30 p.m., technicians got in the building, and had service restored on one cable route in five minutes. Cable was spliced around the other route to restore it as well.

As Castro and her colleagues worked at the regeneration station, other Network Services Division crews worked well into the night to restore long-distance service near Everett. A major washout at 2:10 a.m. (PST) cut cable in two different locations. The FASTAR system restored 68 percent of the circuits within two minutes; however, a 4.6-mile section of fiber-optic cable had to be spliced into the network to complete the operation. Full service was restored by 8:30 p.m. (PST).

AT&T Wireless Services in Kirkland, Wash., provided more than 200 cellular phones and service to the American Red Cross during the flooding. Wireless Services volunteers gave generously of their time to help prepare damage assessment reports. ■

NSG Wireless System Makes Busy Workers Easy to Reach

By Ollie Hartsfield

AT&T NETWORK SYSTEMS Group (NSG) unveiled a new personal communications services (PCS) wireless system that lets workers-on-the-move receive calls no matter where they roam in their building, office complex or campus.

With the AT&T Network Systems *Air Extension* System, telephone companies and other network-service providers who use Centrex equipment can offer wireless phone service to business people, hospital workers, college professors and other customers who are frequently away from their desks.

The Air Extension system transfers all of the features of a regular Centrex phone system to a hand-held wireless phone. A doctor could make a conference call with colleagues to discuss a case, while walking to the patient's room. A salesperson could receive a customer's call while walking to a meeting, and then transfer the call to another department when finished.

Because the Air Extension system works with existing central office equipment, it is an economical way for service providers to offer PCS wireless services.

The Air Extension system has three components: a radio port, a radio port control unit, and a wireless network controller. The wireless network controller is based on the AT&T Network Systems *5ESS*-2000 Switch Very Compact Digital Exchange. Hughes Network Systems will build the radio ports and radio port controls for NSG. Air Extension will use radio frequencies in the 1.8-2.0 Ghz spectrum.

Customer trials of the Air Extension system will begin in the first half of 1996. The system will be generally available during the second half of the year. ■

AT&T Corporate Athletes Raise Funds for Charity

By Collins Yearwood

A STARTER'S PISTOL GOES off and sprinters explode out of starting blocks. Swimmers knife through water, skimming toward the finish line. Hoola hoop-clad runners dash across a meadow. OK, so it's not the Olympics; it's the 14th annual Corporate Sports Battle.

This year's competition was held Nov. 2-5 in Palm Springs, Calif., after a series of regional events held across the country. The AT&T team battled gamely and finished fourth in a field of 26 behind East Bank Club, Toyota and Andersen Consulting.

Whatever it Takes

The AT&T squad won a combined men and women's 5K event and the 240-yard shuttle relay. Winners of the 5K race have the best combined times of the male and female participants. The 240-yard shuttle relay involved four 60-yard dashes with runners passing a baton to a teammate running in the opposite direction.

There are 19 events in all, many of which test skills people never knew they had, such as the Frisbee Toss 'n Tuck or the Hula Hoop Shuffle relay. According to team co-captain Kevin Yates, in the course of training, people actually practice whatever the event requires—even if it means running with a playground ball between their legs.

The Corporate Battle, televised annually by ESPN, has developed into something of a sporting event in its own right. But it's not just an opportunity for large and small businesses to knock heads on the playing fields. During the past 10 years, the competition has generated $4 million for charity through entry fees. This year's competition will be broadcast Dec. 25, 1 p.m. (EST) on ESPN.

Yates, a distribution manager in Global Business Communications Systems in Denver, captains the team along with Michelle Suhocki, an intraLATA offer manager, Business Communications Services, Bridgewater, N.J. They will tell you that the team is not just for ex-Olympians and All-Americans, though it has had its share of them, too.

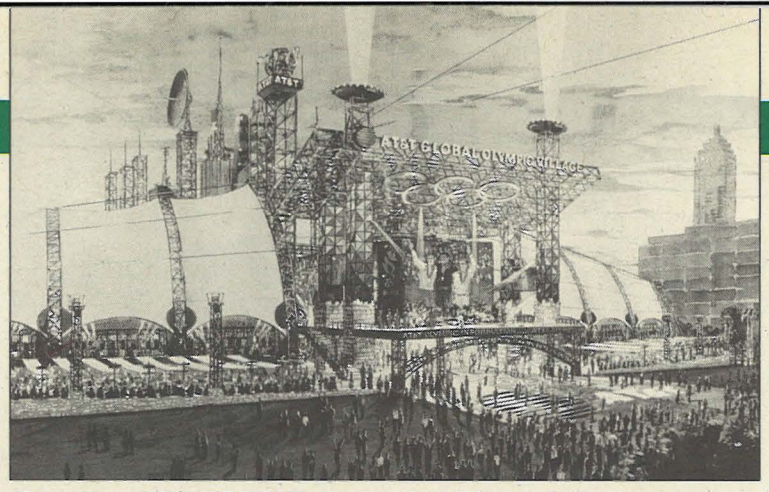
According to Yates, there's a multitude of sports—sprints, fun events, relays, a basketball shoot and a 5K road race, among other things. The aforementioned Frisbee Toss 'n Tuck requires the catcher to catch and hold as many frisbees as he or she can. "I've seen people do as many as 65," Yates says. "You can have the best athletes in the world, but the bottom line is, if they're not good at the fun events, the team is not going to do well."

Dedication to Teamwork

Suhocki says that the competition builds teamwork. "The team members practice on their own time after work or on the weekends," says Suhocki. "The same dedication that AT&T employees apply to their jobs they apply to this cooperative effort to produce a common goal."

The AT&T Corporate Battle Team is open to company employees. The tryouts for next year's team will be held sometime in March, Yates says. If you think you've got what it takes to make the Corporate Battle Team, or would like to form a team in your city, call Deb Hager at 908-457-4606 or drop a line to attmail!cdsserv!dhager. ■

The AT&T Corporate Battle Team gives the heave ho in the tug of war. The entire competition can be seen Dec. 25 at 1 p.m. (EST) on ESPN.



Olympic Games athletes will find many places to relax, call home, and otherwise enjoy themselves in the AT&T Global Olympic Village.

AT&T Will Sponsor Global Olympic Village

By Anne Wainscott

Bonds of friendship ... international understanding ... world peace through sport.

THESE SENTIMENTS SPRING to mind when one thinks of the Olympic ideal. And they will take on a special meaning at the 1996 Centennial Olympic Games in Atlanta when athletes and their families take part in AT&T's Global Olympic Village program.

The program will include two parts—a meeting place in Centennial Olympic Park for athletes and their families, and a "homestay" effort that offers these families free lodging with local residents.

AT&T's Global Olympic Village, which will be ready July 1, 1996, will accommodate more than 4,500 individuals. Inside, athletes and their registered guests will be able to place all types of long-distance calls—including videoconferences—get translation assistance, play new interactive games, and enjoy refreshments and other conveniences.

In addition to welcoming athletes' families, the village will offer games and exhibits on a communications theme in a section open to the public. The structure also will house some NBC broadcast operations and a stage for daily entertainment and nightly celebrations of medal-winning performances. The village's modular design will enable AT&T to reuse portions at future Olympic Games. AT&T expects to welcome as many as 30,000 people to the center during the Games.

The homestay effort makes it possible for athletes' relatives and friends to stay with local families free of charge through the AT&T Atlanta Family to Family '96 program. The program is being organized by AT&T Atlanta's Community Involvement Council, with several outside community and religious organizations offering their support.

For U.S. athletes, the village and homestay program will be the latest version of a long-standing partnership between AT&T and the United States Olympic Committee (USOC). AT&T has offered programs for U.S. team members' families during the past three Olympic Summer and Winter Games, as well as for other USOC events.

"This outstanding program shows that a company like AT&T truly can further the Olympic ideas of mutual understanding and friendship and help bring people in our world community closer together," said Edwin Moses, American gold medalist and a member of the International Olympic Committee's athletes' commission.

In a separate announcement, AT&T Canada said it will be the official telecommunications equipment sponsor of the Canadian Olympic Team as well as the official sponsor of the Canadian National Rowing Team. ■

AT&T Wins 76 Percent of Government Phone Contract

By Ollie Hartsfield

AT&T SCORED A MAJOR coup this month when the U.S. General Services Administration (GSA) announced it would boost AT&T's share of the government's phone business from 60 percent to 76 percent during the last three years of a 10-year contract. The GSA estimates the government will save $200 million a year by lowering government agencies' long-distance rates by one-third.

Vice President Gore applauded the GSA's decision, calling it "common-sense management."

AT&T and Sprint originally won the FTS-2000 contract in 1988. In winning the additional business, AT&T will take over communications service for the U.S. Treasury Department, which includes the Internal Revenue Services' 800 number for taxpayers. ■

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